

Private chat and documents

Superchat Box Lite

User Manual

AMD Ryzen AI 9 HX 470 · 32 GB · Genie Lite · Works offline

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Online
superchat.in/box

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Safety information

Read this page before you set up your Superchat Box Lite. Keep this manual for later.

> **Warning**
> Use only the power adapter and cable supplied with your Superchat Box Lite. Another adapter may damage the box or cause a fire. Do not use a damaged cable.

Where to put it

- Place the box on a firm, level surface, or mount it with the supplied bracket. Leave at least 10 cm of clear space at the back and sides for air to flow.
- Do not cover the vents on the back or stand anything on top of the box. Do not run it inside a closed cupboard or drawer.
- Keep it away from radiators, direct sunlight, water and damp places.
- Use it indoors only. To confirm: operating temperature and humidity range

Mounting

- Fix the bracket to a solid wall or to the VESA holes of a monitor, using only the screws supplied.
- Make sure the cables hang freely and do not pull on the box.

Power

- Connect the adapter to a wall socket that is easy to reach, so you can unplug it quickly.
- Unplug the box during lightning storms or if you will not use it for a long time.
- To switch the box off completely, shut it down and then unplug the power cable.

Do not open the case

There are no parts inside that you need to service yourself. Adding storage or any other work inside the case should be done by Superchat or an authorised partner.

Children and pets

This is not a toy. Keep the box, its cables, the bracket screws and the packaging away from small children.

What is in the box

Check that your package contains the items below. If anything is missing or damaged, contact Superchat before you set the box up.

Superchat Box Lite

With Genie Lite, Genie Chat and Genie Live Support pre-installed.

Power adapter and cable

External adapter with a cable for your region.

To confirm: adapter rating (volts and amps)

Mounting bracket and screws

For a wall or the back of a monitor.

This manual

Also available at superchat.in/box.

You will also need

- A network cable, Cat 5e or better.
- A free port on your office network switch or router.
- Any computer, tablet or phone with a web browser on the same network, to use Genie.
- Optional: a monitor, keyboard and mouse, only if you want to use the box directly.

Keep the packaging

The box is easiest to move or return in its original packaging.

Getting to know your box

132 × 132 × 50.5 mm, small enough to sit behind a monitor. The front has the power button and quick-access ports; network and display connections are on the back.



Front, left to right

1. **Reset.** A small hole marked RST. Press it with a straightened paper clip only if the box has stopped responding.
2. **Power button.** Press to switch on.
3. **3.5 mm audio.** Headset or speakers.
4. **2 × USB 3.0.** Keyboards, drives and update sticks.
5. **MCIO expansion port.** For expansion modules fitted by Superchat. Not needed for normal use.

The Superchat mark sits on the bezel beneath the panel.

The back panel



Port	Use it for
DC in	The supplied power adapter.
USB4	Fast storage, a display or a USB-C dock.
2 × 2.5 Gigabit Ethernet	Your network. Use either port; the second can connect a separate network, for example a management network.
HDMI 2.1 and DisplayPort 2.1	A monitor, if you want to use the box directly. Not needed for normal use.
USB 3.0 and USB 2.0	Keyboard, mouse and other accessories.

Vents

The slots across the top of the back panel let warm air out. Keep them clear.

Setting up

Most offices are up and running in under fifteen minutes.

1. **Choose a spot.** A desk, a shelf, a wall or the back of a monitor. Somewhere secure, ventilated and near a network point.
2. **Mount it, if you want to.** Fix the bracket with the supplied screws, then slide the box onto it. To confirm: bracket fitting steps and VESA size
3. **Connect the network.** Plug a network cable into either 2.5 Gigabit Ethernet port and into your switch or router.
4. **Connect the power.** Plug the adapter into the box, then into the wall.
5. **Switch it on.** Press the power button on the front. The box starts Ubuntu, then loads Genie Lite into memory. To confirm: how long first start takes and what tells you Genie is ready
6. **Open Genie.** On any computer on the same network, open a web browser and go to the address on your welcome sheet. To confirm: default address or how the box is found on the network
7. **Create the first account.** The first person to sign in becomes the administrator and can then invite colleagues.

No internet needed

The box does not need an internet connection to work. It only needs to be on the same network as the people using it.

Using Genie

Your box runs Genie Lite, our fast model, and two apps that use it.

Genie Lite

Built for speed: everyday questions, drafting and summaries for your team, and instant answers for your website visitors.

Genie Chat

A private assistant for everyone on your network. Ask questions, draft and summarise documents and emails, and get help with everyday work. Uploaded files stay on the box.

Genie Live Support

The assistant for your website. Add your website and documents, copy the one-line code snippet into your site, and Genie starts answering your visitors from your own information. Leads arrive in your dashboard.

What Box Lite does not include

Voice (Genie Orb), image creation and reading, and Genie Pro, the 120B-equivalent model for long documents, analysis and code, need the extra memory and graphics of Superchat Box Pro. Talk to Superchat if your team grows into them.

Sharing the box

Speed is shared when several people ask at the same moment. If answers slow down at busy times, tell Superchat; we will help you size your setup.

To confirm: measured Box Lite speed and how many people it serves at once

Privacy, offline use and updates

Everything Genie needs to answer is already on the box.

Working offline

You can disconnect the box from the internet completely. Genie Chat keeps answering anyone on your local network. Live Support needs your website to reach the box; Superchat will set this up with you.

Where your data lives

Questions, answers, uploaded files and chat history are stored on the box's own SSD. Nothing is sent to Superchat or anyone else to produce an answer.

Updates

Superchat publishes updates to Genie and its apps. You choose how they arrive:

- **Over the network,** if your box can reach the internet and you have switched updates on.
- **On a USB drive,** for boxes kept offline. Plug the drive into a USB port and follow the steps on screen.

> **Do not switch off during an update**
> Wait until the update has finished and Genie is available again before you unplug the box.

Operating system

Your box runs Ubuntu with Genie pre-installed. From March 2027, every Superchat Box will be upgraded to Genie OS, our own operating system built around private AI.

Backing up

Administrators can export chat history and settings to a USB drive. Store backups somewhere as secure as the box itself.

Care and maintenance

Cleaning

- Shut down and unplug the box first.
- Wipe the case with a soft, dry, lint-free cloth. For marks, dampen the cloth slightly with water.
- Do not use sprays, solvents or abrasive cleaners. Do not let liquid get into the vents.
- Remove dust from the vents every few months with a soft brush or low-pressure air.

Shutting down

Shut the box down from the Genie administrator settings, or press the power button briefly. Hold the power button for several seconds only if the box has stopped responding.

Moving the box

Shut it down and unplug all cables before moving it. If it is mounted, lift it off the bracket before you remove the bracket.

Adding storage

The box has two M.2 storage slots, one of which holds the 1 TB system drive. Contact Superchat to add storage; we will advise on compatible drives and fit them for you.

Troubleshooting

Most problems are solved by one of the steps below.

Problem	What to try
The box does not switch on	Check the power cable is pushed fully into the box and the wall, and the socket works. Try another socket.
Genie does not open in the browser	Wait five minutes after switching on. Check the network cable and the light on your switch port. Make sure your computer is on the same network as the box.
Genie opens but answers slowly	Answers slow down when many people ask at the same moment. Check whether a large file is being processed. If slowness continues, contact support.
The box is warm	Make sure the vents are clear and free of dust, with 10 cm of space behind the box. A busy box is normally warm to the touch.
Live Support is not showing on my website	Check the snippet is on every page and your website domain is listed in the Live Support settings.
The box has stopped responding	Hold the power button for about ten seconds until it switches off, wait a moment, then switch it on again. If that does not work, press the RST hole on the front with a straightened paper clip.
I forgot the administrator password	Contact Superchat support. For your security we will verify your identity before resetting it.

Still stuck?

Contact Superchat at superchat.in/contact. Have the serial number ready.

To confirm: where the serial number label is

Technical specifications

Processor	
Processor	AMD Ryzen™ AI 9 HX 470
Architecture	12 cores / 24 threads
Graphics	AMD Radeon™ 890M
Memory and storage	
Memory	32 GB LPDDR5, soldered
Storage	1 TB NVMe SSD installed
Expansion	2 × M.2 2280 NVMe slots; MCIO expansion connector
Connectivity	
Front	Power button, reset, 3.5 mm audio, 2 × USB 3.0, MCIO
Back	2 × 2.5 Gigabit Ethernet, USB4, HDMI 2.1, DisplayPort 2.1, USB 3.0, USB 2.0, DC in
Design	
Size	132 × 132 × 50.5 mm
In the box	Power adapter and cable, wall-mount bracket and screws
Operating system	
Available now	Ubuntu, with Genie pre-installed
From March 2027	Genie OS. Every Superchat Box will be upgraded to it.
Software	
AI model	Genie Lite, pre-installed
Included apps	Genie Chat, Genie Live Support
Operation	Runs fully offline. No account, licence server or cloud link required to answer.
Warranty	
Hardware warranty	1 year

Platform figures are the manufacturer's. Specifications may change without notice.

To confirm: weight and adapter rating for the specification table

Warranty, support and legal

Warranty

Your Superchat Box Lite hardware is covered by a one-year warranty from the date of delivery.

To confirm: full warranty terms, what is excluded and how to claim

Support

Web: superchat.in/contact
Email: hello@superchat.in

Regulatory

To confirm: certification marks (for example BIS, CE, FCC) and the compliance statements that go with them

Disposal

Do not throw the box away with household waste. Return it to Superchat or take it to an authorised electronic waste collection point.

Trademarks

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Manual version 0.9 (review draft), November 2026. The latest version is at superchat.in/box.

Review checklist

This draft cannot be published until each item below is confirmed and filled in. This page is removed from the final manual.

#	Still to confirm
1	operating temperature and humidity range
2	adapter rating (volts and amps)
3	bracket fitting steps and VESA size
4	how long first start takes and what tells you Genie is ready
5	default address or how the box is found on the network
6	measured Box Lite speed and how many people it serves at once
7	where the serial number label is
8	weight and adapter rating for the specification table
9	full warranty terms, what is excluded and how to claim
10	certification marks (for example BIS, CE, FCC) and the compliance statements that go with them



Your AI. Your data. Nobody else's cloud.

superchat.in